

Action  
ER 86-3215x

# OFFICE OF CONGRESSIONAL AFFAIRS

## Routing Slip

	ACTION	INFO
1. D/OCA		X
2. DD/Legislation		X
3. DD/Senate Affairs		X
4. Ch/Senate Affairs		
5. DD/House Affairs		X
6. Ch/House Affairs		
7. Admin Officer		
8. Executive Officer	X	
9. FOIA Officer		
10. Constituent Inquiries Officer		
11.		
12.		

SUSPENSE

28 July 86

Date

Action Officer:

Remarks:

Action transferred to OP

GJ / 23 July 86

Name/Date

**EXECUTIVE SECRETARIAT**  
ROUTING SLIP

TO:		ACTION	INFO	DATE	INITIAL
1	DCI				
2	DDCI				
3	EXDIR		X		
4	D/ICS				
5	DDI				
6	DDA		X		
7	DDO				
8	DDS&T				
9	Chm/NIC				
10	GC				
11	IG				
12	Compt				
13	D/OLL	X			
14	D/PAO				
15	D/PERS		X		
16	VC/NIC				
17					
18					
19					
20					
21					
22					
		SUSPENSE _____ Date			

Remarks To 13: Note nominations are due by 5 Sep 86.

22 Jul 86

Date

WILLIAM D. FORD, MICHIGAN, CHAIRMAN

86- 3215x

WILLIAM (BILL) CLAY, MISSOURI  
PATRICIA SCHROEDER, COLORADO  
STEPHEN J. SOLARZ, NEW YORK  
ROBERT GARCIA, NEW YORK  
MICKEY LELAND, TEXAS  
GUS YATRON, PENNSYLVANIA  
MARY ROSE OAKAR, OHIO  
GERRY SIKORSKI, MINNESOTA  
FRANK McCLOSKEY, INDIANA  
GARY L. ACKERMAN, NEW YORK  
MERVYN M. DYMALLY, CALIFORNIA  
RON de LUGO, VIRGIN ISLANDS  
MORRIS K. UDALL, ARIZONA

GENE TAYLOR, MISSOURI  
BENJAMIN A. GILMAN, NEW YORK  
CHARLES PASHAYAN, JR., CALIFORNIA  
FRANK HORTON, NEW YORK  
JOHN T. MYERS, INDIANA  
DON YOUNG, ALASKA  
JAMES V. HANSEN, UTAH  
DAN BURTON, INDIANA

# House of Representatives

## Committee on Post Office and Civil Service

Washington, DC 20515

TELEPHONE (202) 225-4054

Honorable William J. Casey  
Director  
Central Intelligence Agency  
Washington, D.C. 20505

OCA FILE

RECPT #

DHC  
Record

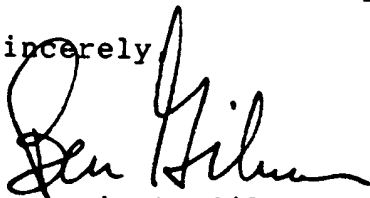
Dear Mr. Casey:

We are very pleased to announce the fifth annual Congressional Award for Exemplary Service to the Public and to invite your agency's participation in this important honor awards program. Our strong convictions about the importance of courtesy and responsiveness by those who serve the public as Federal civil servants led to the establishment of the Congressional Award for Exemplary Service to the Public during 1980. This annual honor awards program is intended to highlight the very important contributions that civil servants are making on behalf of the American public. By inviting agencies to nominate employees, and by recognizing a select few each year, this program emphasizes the interest and value that the President, the Congress, and the people of our Nation place on courteous and responsive public service and helps to dispel the negative attitudes about Government employees which, all too frequently, are prevalent among our citizens.

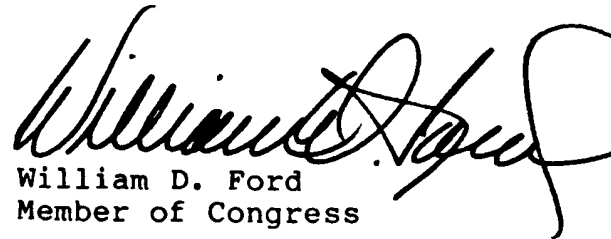
Since its establishment in 1980, this program has generated a great deal of interest and favorable publicity for Federal employees' achievements. Thirty-four departments and agencies participated in the program last year, each nominating truly outstanding employees. We would like, once again, to invite your agency to participate in this program by nominating that one individual in your organization who, through his or her actions and dedicated efforts, best represents the highest ideals of public service. If the field cannot be narrowed to one employee, a maximum of two employees may be nominated.

Enclosed is an announcement concerning the award, the criteria, the format for nominations, and an OPM press release describing the achievements of this past year's winners. Nominations are due September 5, 1986. We look forward to your participation in this worthwhile program and wish to express our appreciation for your interest and support.

Sincerely,



Benjamin A. Gilman  
Member of Congress



William D. Ford  
Member of Congress

Enclosures

**Fifth Annual  
Congressional Award  
for  
Exemplary Service  
to the  
Public**

**BACKGROUND**

The nature and quality of the contacts citizens have with Federal personnel at all levels strongly influence the way Americans think and feel about their Government.

The Civil Service Reform Act of 1978 reflects the concern of the President and the Congress for ensuring that high standards for courtesy and responsiveness are maintained in the Government's delivery of services to the public.

Former Congressman Elliott H. Levitas' particular interest in this matter prompted him to author a provision in the Act, supported by Congressman Benjamin A. Gilman, that permits performance standards for Federal employees to address the degree to which employees demonstrate courtesy to the public.

As the Federal agency responsible for providing leadership to the program to improve courtesy to the public throughout Government, the U.S. Office of Personnel Management was requested to assist Congressmen Levitas and Gilman in establishing a program of recognition for Government personnel who provide exemplary and courteous service to the public. Congressman William D. Ford is another of the sponsors of this award.

**Objectives**

To recognize and publicize exemplary and courteous service to the public, to encourage a concerned and responsible attitude toward the public among Government personnel, and to underscore the interest of the President and the Congress in the importance of courtesy throughout Government.

**Criteria**

Heads of Federal departments and agencies may nominate individuals for this award. Nominees must have demonstrated a degree of courtesy in dealing with the public that exceeds normal expectations.

Specifically, nominations are encouraged for employees who have:

- Established innovative procedures for responding to citizen's needs or interests that are more efficient, economic, and effective.

- Consistently exceed job requirements in dealing with requests for information, materials, or other services.
- Performed a special act or service well beyond the requirements of his or her job in direct response to a citizen need or concern.

#### The Award

Winners each receive honorary recognition in the form of a certificate, and a U.S. Flag flown over the Capitol. These, along with letters jointly signed by the sponsors, are presented in a special ceremony.

#### Nominations Deadline

Nominations must be received by September 5, 1986 in order to be considered for recognition. They should be submitted to:

Incentive Awards Branch  
U.S. Office of Personnel Management  
1900 E Street, NW, Room 7H39  
Washington, D.C. 20415  
(202) 632-8950

**Congressional Award for Exemplary Service to the Public**

**Nomination Format**

(PLEASE SUBMIT ONE (1) ORIGINAL AND TWO (2) COPIES OF NOMINATIONS.)

**Name of Nominee:** \_\_\_\_\_  
(surname, first name, middle initial)

**Job Title:** \_\_\_\_\_ **Grade or Rank:** \_\_\_\_\_

**Employing Agency:** \_\_\_\_\_ **Organization:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_  
\_\_\_\_\_

**Brief description of employee's exemplary service to the public:**

**Suggested citation describing the achievement (not to exceed 75 words):**

\_\_\_\_\_  
**Signature of Agency Head**  
(or designee)

**Name of person to contact**  
**regarding nomination:** \_\_\_\_\_ **Phone number:** \_\_\_\_\_

**Nominations should be submitted to:** U.S. Office of Personnel Management  
Incentive Awards Branch, Room 7H39  
1900 E Street, NW  
Washington, D.C. 20415

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United States  
Office of  
Personnel  
Management  
1900 E St., NW  
Washington, D.C. 20415  
News Unit, Room 5E10  
(202) 632-5491

# NEWS

For Immediate Release  
Tuesday, September 17, 1985

Contact:  
Barry Shapiro

## OPM Director, Congressmen Gilman, Ford Praise Trio of Outstanding Federal Workers

(Washington, D.C.)—Congressional Awards for Exemplary Service to the Public were presented to three outstanding Federal employees at a Capitol Hill ceremony today. The awards, sponsored by Reps. Benjamin A. Gilman (R-NY) and William D. Ford (D-MI), will go to Elizabeth A. Hogan, International Cooperation Specialist, Agency for International Development (AID), Washington, D.C.; Lillian E. Johnson, Registered Nurse, Langley Air Force Base, Virginia; and Annie R. Pope, Chief, Social Work Service, formerly Veterans Administration Medical Center in New Orleans, Louisiana, presently at the VA Medical Center in Hines, Illinois.

Established in 1981, the award serves to recognize and publicize exemplary and courteous service to the public, to encourage a concerned and responsible attitude toward the public among government personnel, and to underscore the interest of the President and the Congress in the importance of courtesy throughout government. Along with Congressman Gilman, Congressman Elliott Levitas (D-GA), was one of the original sponsors of this award.

In reviewing the winners' accomplishments, U.S. Office of Personnel Management (OPM) Director Constance Horner commented, "These three Federal employees have demonstrated the finest qualities of what public service is all about. I am delighted to be part of the ceremony honoring their outstanding and admirable achievements."

The three winners were selected from among 57 individuals nominated by the heads of 34 departments and agencies. OPM, the central personnel agency for the Federal government, took part in screening the nominations.

Elizabeth Hogan with the Agency for International Development was the prime developer and the key to success in the agency's Development Education Program. The first domestic initiative of AID, this program increases public awareness of world poverty and hunger and has been so successful that it is

More

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January 1985



emulated by other countries around the world. Ms Hogan has trained community leaders as global educators, assisted in the preparation of curriculum materials integrating development concerns, and fostered improvements in the U.S. media's coverage and analysis of development issues. Her success in this effort is evident in the growing number of people who seek her advice in alleviating world hunger and poverty.

Lillian E. Johnson, Langley Air Force Base, Virginia, exemplifies the true spirit of nursing. Her sensitivity to the needs of her patients is demonstrated daily through her superior nursing leadership, clinical teaching and innovative skills. Because of her unique talents, Ms Johnson was chosen to establish diagnosis and teaching programs for both diabetics and high blood pressure patients. She has contributed significantly toward ensuring the highest standards of the nursing profession, publicly and privately, through her participation in numerous community programs including the American Heart Association's Cardiovascular Group.

Annie Pope's work and career while at the VA Medical Center in New Orleans, Louisiana, represent compassion, concern, and courteous service to America's veterans. Her cost effective management and implementation of programs, including a first-of-its-kind program, "Lifeline: An Emergency Response System", to establish and maintain communication with housebound patients, have not only vastly improved service to veteran patients, but have done so with keen sensitivity to human needs. Ms Pope's leadership, dedication and hard work have extended to the community with the development of new facilities in Community Nursing Home and Residential Care programs.

"All three award winners took that extra step in serving the public through their personal involvement, innovativeness and compassion," Director Horner noted. "Their commitment and caring should inspire all civil servants to strive to follow their examples of providing the very best kind of public service," she said.

END